WASHINGTON
PrintW◉rks

The Washington State Department of Printing Newsletter

In This Issue

Introducing PRTonline

PRTonline, the latest Internet ordering application from the Department
of Printing (PRT), was launched on June 1, 2004. The new application
replaced Stationery Source, the agency's award-winning Internet portal for
ordering business cards and letterhead.

Enhanced features

PRTonline includes several new and enhanced features that greatly expand
the types of products that may be ordered from the Department of Printing
through the Internet. For example, the new Online Catalog now gives you
the ability to order materials such as brochures, promotional items and
newsletters with the same online convenience as business cards.

In addition, PRTonline includes features enabling you to:

- View and approve proofs on screen before ordering.
- Save business cards and favorite catalog items for fast re-ordering.
- Review and approve orders created by multiple users through a central
  administrator before the orders are submitted.
- View the cost of your order before submitting the request.
- Save the shopping cart for future submission.
- Track the status of your orders.

To help you manage your online orders more effectively, PRTonline also offers the choice of registering as a User or an Administrator.

Users may create documents, view and approve proofs, and place items in the shopping cart, but cannot submit orders to the Department of Printing.

Administrators, on the other hand, have access to all PRTonline features, including approving and submitting orders and tracking the status of jobs. These features are especially useful to organizations who want to give field offices or divisions the freedom to order online without sacrificing the ability to manage and track orders through a central location.
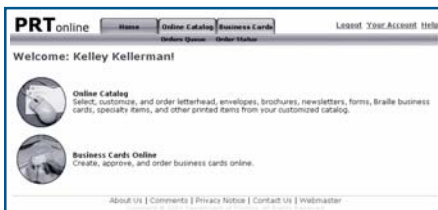

Overview

After entering a username and password to log in to the system, all PRTonline users may select from two print ordering areas:

- **Business Cards:** Create, proof and order business cards.
- **Online Catalog:** Select, edit, and order letterhead, envelopes, promotional items and other custom-printed material.

In addition, Administrators also have access to PRTonline's order management features:

- **Order Status:** Check the status of submitted orders and view shipping dates.
- **Order Queue:** Review and approve online orders from other Users before the requests are submitted.
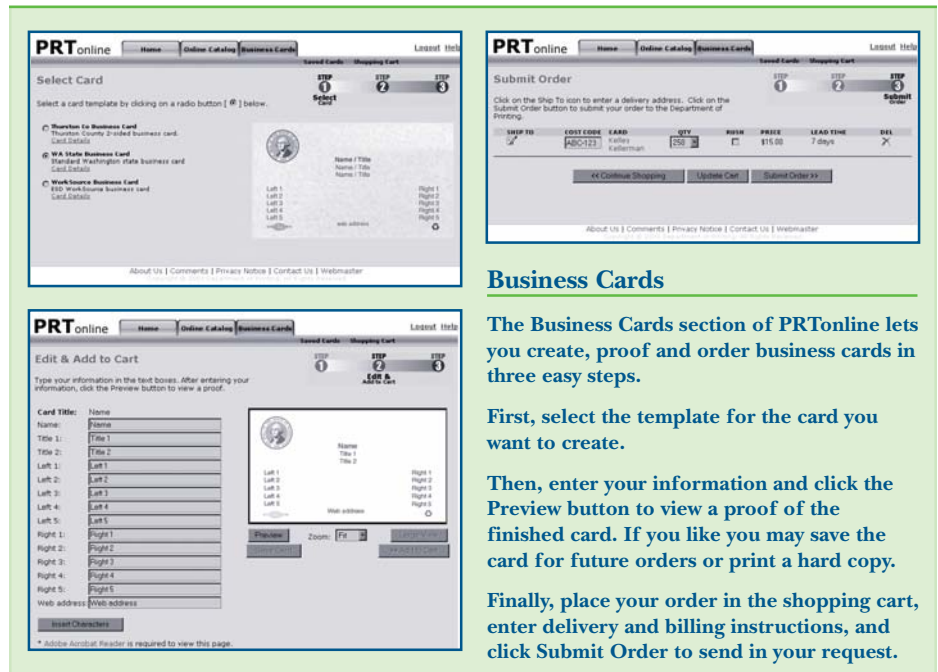
Business Cards

The Business Cards section of PRTonline makes creating and ordering new business cards as simple as 1-2-3.

1. First, select the template you want to use by clicking on the radio button next to the template title. The system displays a sample when you pass your mouse over the radio button, so it's easy to choose the right template. If you wish, you may also see the price and expected turnaround time for a template by clicking on the "Details" link.

2. After you have selected a template, enter the information you want printed on the card. The Special Characters feature makes it easy to include characters such as accent marks and bullets in your text. When you have finished typing, click the Preview button to finish the card and view a proof. The Large View button not only enlarges the proof, but also gives you a chance to print the proof or save it to your computer for reference. When you are satisfied that everything is correct, you may save

the card for future re-orders and place it in your shopping cart.

3. To complete the order, just fill out the order details and shipping instructions in the shopping cart and submit the order. The shopping cart includes features for selecting an order quantity, entering budget codes for each item, and even viewing a last-minute proof before ordering. If you like, you may request rush delivery of an item and the shopping cart will automatically show you an updated cost and revised turnaround time.

Saved Cards

The Saved Cards feature in Business Cards lets you save cards for ordering and editing later, making re-orders and revisions a breeze.

To order or edit a saved card, click on Saved Cards and find the card you want by using the search feature or the alphabetical index.

If you want an exact reprint of the card, simply open the card and place it in the shopping cart. If you need to update the information,

Business Cards

The Business Cards section of PRTonline lets you create, proof and order business cards in three easy steps.

First, select the template for the card you want to create.

Then, enter your information and click the Preview button to view a proof of the finished card. If you like you may save the card for future orders or print a hard copy.

Finally, place your order in the shopping cart, enter delivery and billing instructions, and click Submit Order to send in your request.

just open the card, edit the text and click the Preview button to see the results. When you click the Update Card button, the new card will be saved and the revision date will be updated in the list.

Online Catalog

The Online Catalog in PRTonline is the place to go for ordering letterhead, envelopes and a variety of other custom printing. Because the Online Catalog is much more robust than the old Stationery Source system, it makes it possible to add items such as brochures, forms and promotional items to your online ordering possibilities.

Select an item

You can choose an item to order in the Online Catalog by using the search feature or browsing through product categories. After you have selected an item, you may place it directly in the shopping cart or customize it to fit your needs.

Customize text and graphics

Some Online Catalog items may be customized to fit your needs by clicking on the document and entering data, selecting a pre-set

text block to replace type in a specific area, or replacing a default graphic with a choice from your image library. Unlike Business Cards, the Online Catalog also lets you to order items with standard, fixed type online, such as promotional items with your logo.

As you edit the document, you may enlarge or reduce the view of the sample to make it easier to check your progress. When you're done, you may view a proof on screen, and save an electronic copy of the proof to your computer or print a hard copy if necessary.

Place your order

The shopping cart in the Online Catalog allows you to enter budget codes for each item, give detailed shipping instructions and view the cost of your order. You may also request rush delivery and see the new turnaround time and cost.

Order Queue

The Order Queue allows your organization to manage online orders effectively by requiring they be approved and submitted by a central Administrator.

PRTonline orders are submitted two different ways, depending on whether the person placing the order is set up as a User or an Administrator.

If you are set up as a PRTonline Administrator, your order is sent directly to us at the Department of Printing when you click the Submit Order button. After you submit a request, you immediately receive an e-mail confirmation of your order.

However, if you are registered as a User, your request is sent to the Order Queue for approval and submission by your Administrator when you click on Submit Order.


To complete an order placed by a PRTonline User, the Administrator selects the order from the list of pending requests in the Order Queue. Then, he or she may view a proof, check budget codes and shipping instructions, and review the cost of the order before deciding whether to release the order to PRT or delete it from the queue.

Order Status

Administrators may check the progress of PRTonline orders from any computer at any time with the Order Status feature.

Each PRTonline request is automatically given an order number when it is submitted. This number is included in your e-mailed order confirmation and is used to track the status of online jobs. Jobs can be located quickly by entering the order number in the search feature
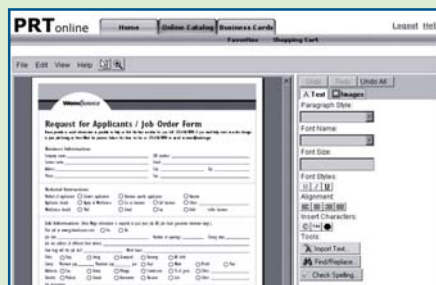
Online Catalog

The Online Catalog gives you the ability to order high-use items such as letterhead, brochures and promotional items with the same online convenience as business cards.

Simply select the item you want to order and place it in the shopping cart. Some items may even be customized with limited edits to text and graphics, complete with an on-screen proof for your approval.

To place your order, enter your shipping and billing instructions and click Submit Order.

in Order Status, or by browsing down the chronological list of orders to find the desired job.

The Order Status lists the items ordered, when the order was placed and whether the order is received, in process or shipped. If the item has been shipped, the status will also display the date and time the item was processed by our shipping department.

Benefits

PRTonline saves time and increases efficiency while giving you the added convenience of Internet ordering. It also allows us at the Department of Printing to provide services more quickly and cost-effectively than ever.

Save time

PRTonline saves time by eliminating the need to typeset your documents and wait for completion of the proofing process. This reduces the turnaround time on business card orders by as much as 67 percent over traditional orders.

Plus, online ordering reduces the time you spend on paperwork by allowing you to fill out a single open requisition instead of completing a separate printing request for every order.

Increase efficiency

Ordering online is also more efficient than traditional print ordering. Because we receive your PRTonline order in a ready-to-print electronic format, less time and materials are needed to prepare the job for printing. As a result, we are able to complete your job more quickly and cost effectively than traditional orders.

Achieve sustainability plan goals

In addition, PRTonline helps achieve state government sustainability goals by reducing the amount of energy and raw materials needed to produce a finished product. The following are some of the ways ordering online reduces our impact on the environment.

- Reduces the use of paper requisition forms.
- Eliminates the need for paper, toner, film, processing solutions and electricity to make hard-copy proofs.

- Eliminates the fuel use and pollution from transporting requisition forms and proofs.

Maintain consistency and control

PRTonline also helps you maintain consistency and control over your documents.

By allowing you to channel orders from a variety of locations through a single Administrator, PRTonline gives you the opportunity to ensure your documents maintain a consistent format and content no matter who orders them. Moreover, it gives you the ability to control the amount of materials ordered in each division so you can better manage current budgets and plan for future needs.

How to begin

If you are already a Department of Printing customer and would like to start ordering online, please contact your Customer Service Representative. If you are not a PRT customer yet, or if you just want more information about PRTonline, contact your Customer Education Specialist.

WASHINGTON PrintWorks

is a bi-monthly publication of the Washington State Department of Printing. The newsletter is designed to inform our customers and other interested parties about the latest products, services and personnel changes at the Department of Printing, as well as process improvements and technology trends in public sector printing and mailing.

Focus on sustainable printing

Printing inks, varnishes and coatings

In January 2004, Governor Gary Locke issued Executive Order 04-01, which directed state agencies to take action to reduce the amount of persistent, toxic pollution in Washington State.

Persistent, bioaccumulative toxins (PBTs), such as mercury, dioxin and polybrominated diphenyl ethers (PBDEs) which are found in flame retardants used widely in computers and furniture, are toxic in small amounts, remain in the environment a long time and build up in body tissues over time. PBTs have been linked to birth defects, cancer, learning disabilities and other health problems, and are currently found in hundreds of bodies of water throughout Washington State.

Executive Order 04-01 directed state agencies to take action to phase out existing sources of PBTs, clean up historical sources and prevent new sources. In addition, every state agency is now required to adopt measures to reduce the use of equipment, supplies and other products that contain PBTs and report progress toward this goal in their Sustainability Plans.

Printing ink and PBTs

Traditional petroleum-based printing inks contain a number of PBTs. The petroleum base used for these inks contains Naphthalene, which damages red blood cells, and Polycyclic Aromatic Hydrocarbons (PAHs), which may cause cancer. Many of these inks also use heavy metals such as cadmium as pigments. Heavy metals have been

All the inks used by the Department of Printing have a 100% soy/vegetable oil base to avoid the harmful emissions and hazardous chemicals contained in traditional petroleum-based inks.

linked to nerve and brain damage, liver disease, high blood pressure and kidney disease.

However, you may avoid these hazardous substances by making sure your printer uses only 100% vegetable oil-based inks that do not contain heavy-metal as pigments. Requesting vegetable-based inks not only reduces PBTs but also uses a renewable resource instead of non-renewable petroleum.

Ink at PRT

The Department of Printing (PRT) currently uses only 100% vegetable oil-based inks containing a mixture of soy, cottonseed, corn and other vegetable oils.

In addition, Warm Red is the only color of ink used at PRT that utilizes cadmium or any other

heavy metal as a pigment. However, because Warm Red is also used to mix other ink colors, you may want to check with your customer service representative to ensure there is no Warm Red in the color you select.

All the clear coatings and varnishes used by PRT are also either water- or vegetable oil-based to reduce potentially hazardous emissions and waste. In fact, the protective, water-based coating we use is considered completely safe and non-hazardous.

More information

PRT is committed to printing high-quality products as sustainably as possible. If you have any questions or concerns about the environmental impact of the materials used to produce your documents, please contact us at 360-570-5555.

Printing Personnel

Keri Stuard
Customer Service Representative

Keri Stuard joined our team of Customer Service Representatives on June 1, assuming responsibility for some of the customer accounts previously served by Daina Shea.

Stuard has been with the Department of Printing (PRT) since October 2003, when she started work as a Bookbinder III in the Bindery section. She brings over seven years of customer service experience to her new position.

Dan Maygra
Prepress Manager

Dan Maygra was officially named Prepress Manager at PRT on May 16, after serving as the Interim Prepress Manager since December 2003.

Before being promoted to Prepress Manager, Maygra served PRT as a Prepress Specialist for three years. In addition, he has over 10 years of design and digital prepress experience gained with private industry before joining PRT.

Dan Smith
Pressroom Manager

Dan Smith was promoted to Pressroom Manager at the Department of Printing on July 1.

Smith has over 20 years of experience working in the Department of Printing pressroom. He began work at PRT as a van driver in 1980, and moved on to a press apprenticeship with the agency in 1982. Recently, Smith served as day-shift lead worker in the press area, and was named Interim Pressroom Manager in the fall of 2003. ✛

PRTonline

Request an account
Please provide the following data when requesting a new PRTonline account so we can set up your username and post your templates.

- Open requisition for online ordering with a valid requisition number and signatures.
- The name, phone and e-mail of the person at your agency who is responsible for questions about PRTonline orders.
- Samples of the items you want to make available online.

Create templates
When we receive your request, we will create cost estimates for each item so the system will display the correct cost when you start placing online orders. After you approve the cost for each item, we will create the document templates and set up your PRTonline account.

A one-time fee will be charged to cover the design and administrative costs of setting up your new account. This basic $75.00 fee includes up to three templates for stationery items such as business cards, letterhead and envelopes. Other items may be added to your account for an additional charge, depending on the amount of processing time and labor needed.

More information
If you would like more information about PRTonline or are interested in setting up a new account, please contact your Customer Education Specialist. You may also view a brief tour of the system at the PRT Web site at www.prt.wa.gov. ✛

Call on the PRT customer education team for printing information and assistance
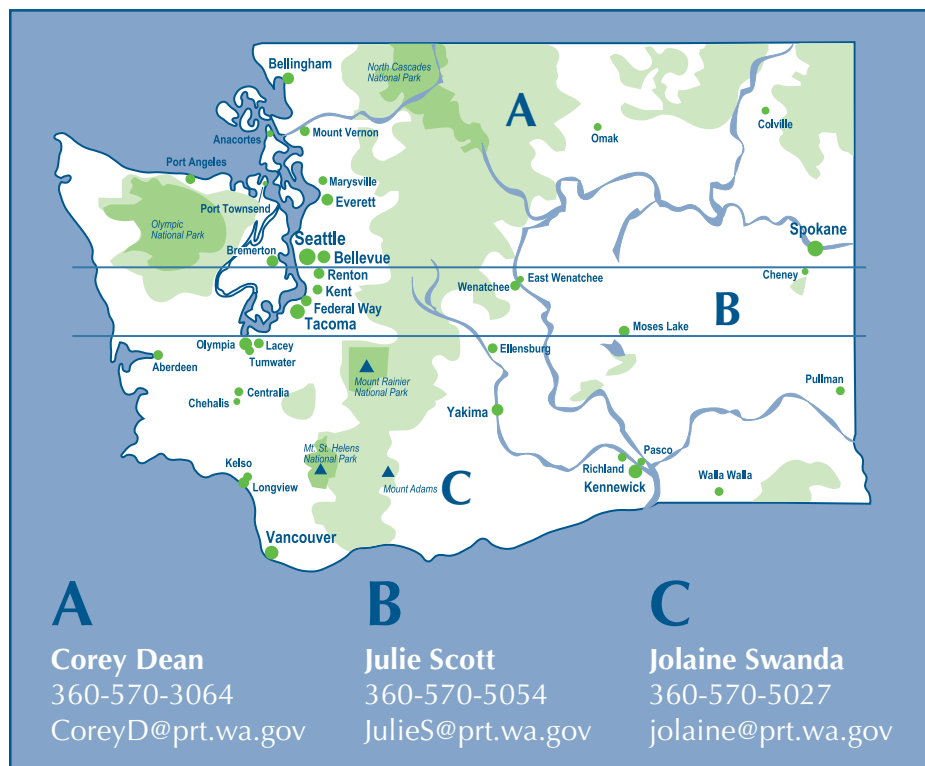
Where can you turn with your questions about printing and mailing? The Customer Education Specialists at the Department of Printing (PRT) are dedicated to giving you the information you need for a successful project.

The next time you're wondering how to create and distribute your documents more effectively or want more information about Department of Printing services, call your Customer Education Specialist (CES). We will be happy to meet with you to discuss your project, explore PRT services that can help, and find the best solution to meet your needs.

To serve you better, each PRT Customer Education Specialist serves a specific region of Washington State. The map at right shows which specialist is assigned to each region, and includes information so you can contact your CES.

If you have any questions about customer education at the Department of Printing, please contact

our Customer Service Manager, Lynn DeGallery, at 360-570-5077 or lynn@prt.wa.gov.

A
Corey Dean
360-570-3064
CoreyD@prt.wa.gov

B
Julie Scott
360-570-5054
JulieS@prt.wa.gov

C
Jolaine Swanda
360-570-5027
jolaine@prt.wa.gov

How are we doing?

We'd love to hear your suggestions, comments and requests for *Washington PrintWorks.*

Please fill out the form at the right, place it in an envelope and send it to:

Department of Printing
Attn: *Washington PrintWorks*
Mail Stop: 47100
PO Box 798
Olympia WA 98507-0798

We hope to hear from you soon!

❏ I want to subscribe to *Washington PrintWorks.*
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Comments:

Fulfillment moves to new location

More and more public agencies are discovering they are able to increase efficiency and improve customer service by using Department of Printing (PRT) Fulfillment services to print, store and distribute materials in one easy step. Demand for Fulfillment services has grown quickly since the program began in April 2001, and the program now stores and distributes over 2000 items for 16 agencies.

In fact, PRT Fulfillment has shipped over 16 million items to customers across the United States and Canada as of June 2004.

In response to this increased demand, the PRT Fulfillment Program moved to a larger warehouse facility, separate from the Department of Printing Main Plant, in August 2004. All Fulfillment business is now conducted at the new location at 902-C 79th Avenue SE in Tumwater, including customer pick-up of Fulfillment items.

If you would like more information about PRT Fulfillment, please contact Jennifer Forté at 360-586-6363 or jenn@prt.wa.gov. ✦
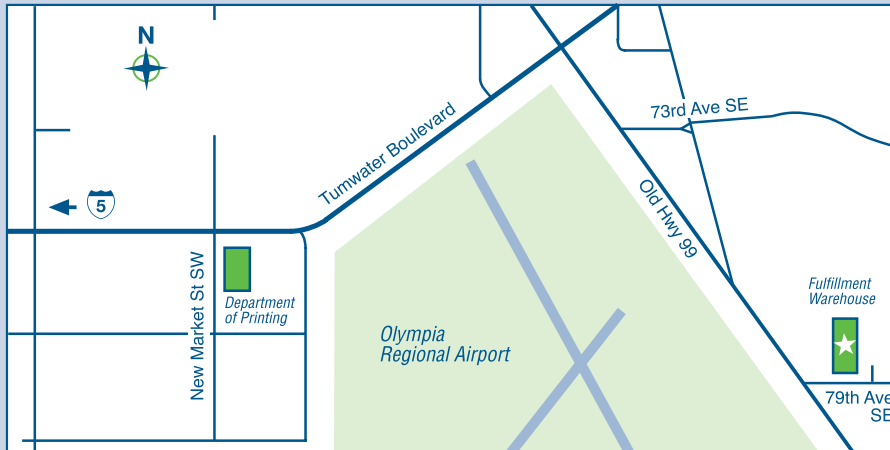
Driving directions to the Department of Printing Fulfillment Warehouse

From I-5 North or South:

1. Take EXIT 101 to the righthand lane of eastbound Tumwater Blvd. (Turn LEFT from SOUTH I-5 or turn RIGHT from NORTH I-5).
2. Turn RIGHT onto Capitol Blvd S.
3. Road name changes to Old Highway 99 SE.
4. Turn LEFT onto 79th Ave SE.
5. Turn LEFT at the first driveway to arrive at 902-C 79th Ave SE.

You're Invited!

Fulfillment Open House

Thursday, September 9
9:00 AM to 11:00 AM

- Refreshments
  - Tours
    - Service Information

WASHINGTON STATE DEPARTMENT OF PRINTING

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